



BSO Tutorial for Tax Year 2003 – Text-Only Version

Registration Services

Contains the following lessons:

- PIN and Password Registration for [Domestic Registrants](#) and [Foreign Registrants](#)
- Login Procedures for [PIN-Password](#) and [PIN-SSN](#)
- [Logout Procedures](#)
- [Change](#) and [Forgotten](#) Passwords
- [Update Your Contact Information](#)
- [PIN Deactivation](#)
- [Contact SSA](#)

Lesson 1: Registration for Personal Identification Number (PIN) and Password for Domestic Registrants

Follow the instructions below to register for a PIN and password if you are a domestic registrant.

Step 1: Point your browser to the Business Services Online Welcome page:

www.socialsecurity.gov/bso/bsowelcome.htm.

Step 2: Select the Registration link on the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the I Accept button (located at the bottom of the page) after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page. The system displays the Registration for Business Services Online form.

Step 4: Complete the Registration for Business Services Online form.

TIPS

- Fields marked with an asterisk must be completed.
- You will be sent an e-mail reminder to change your password two weeks before it expires if you enter/verify your e-mail address.
- Do not use punctuation in any field. This includes dashes in phone numbers.
- Help pertaining to each field is located at the top of the page.

Step 5: Select the Register button to process the registration form. The system displays your PIN.

NOTE: You can use your assigned PIN with your U.S. SSN as your password to log in to BSO for up to 30 days after you register. Your password will be mailed to you within 2 weeks.

Step 6: Select the BSO Login Page link to exit this page. The system displays the BSO - Privacy Policy Statement page, followed by the Business Services Online Login page. Refer to [Lesson 4: Login Procedures with PIN and SSN](#) for information on how to log in to BSO.

Lesson 2: Registration for Personal Identification Number (PIN) and Password for Foreign Registrants

Follow the instructions below to register for a PIN and password if you do not have an SSN and you have a foreign address.

- Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.
- Step 2: Select the Registration link on the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.
- Step 3: Select the I Accept button (located at the bottom of the page) after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page. The system displays the Registration for Business Services Online form.
- Step 4: Complete the Registration for Business Services Online form. Be sure to select your country in the Country drop-down list.

TIPS

- Fields marked with an asterisk must be completed.
- You will be sent an e-mail reminder to change your password two weeks before it expires if you enter/verify your e-mail address.
- U.S. Social Security Number is no longer a required field if registering with a foreign address.
- Do not use punctuation in any field. This includes dashes in phone numbers.
- Help pertaining to each field is located at the top of the page.

- Step 5: Select the Register button to process the registration form. The system should re-display the Registration for Business Services Online form with a list of any corrections you need to make before you can successfully register.
- Step 6: Select the appropriate checkbox if you want to register for a PIN without entering a U.S. Social Security Number.

NOTE: If you attempt to register without a U.S. SSN, you will not be able to log in to BSO until SSA receives a positive confirmation from your employer.

Step 7: Select the Register button to process the registration form. The system displays your PIN.

NOTE: If there are any other data entry issues, please scroll to the bottom of the Registration for Business Services Online form for a description of each field.

Step 8: Select the Return to Business Services Online link to exit this page. The system displays the BSO Welcome page.

Lesson 3: Login Procedures with PIN and Password

After registering in BSO, you will receive your password in the mail within 2 weeks. Until you receive your password, you will be able to log in to BSO with your PIN and Social Security Number (SSN). Refer to [Lesson 4: Login Procedures with PIN and SSN](#) for more information.

Follow the instructions below to log in to BSO with your PIN and password.

- Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.
- Step 2: Select the Login link on the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.
- Step 3: Select the I Accept button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page. The system displays the Business Services Online Login page.
- Step 4: Enter your PIN and password.
- Step 5: Select the Login button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the Cancel button.)

NOTE: The main menu located on your BSO Home Page may be different than the main menu for another user. You are only provided with the applications to which you need access.

Lesson 4: Login Procedures with PIN and SSN

For the first 30 days after registering in BSO, you will be able to access the system with your newly created PIN and SSN. During this time period, you will not have all of the functionality that a PIN and password can provide. Once you use your password to log in, you will not be able to access BSO with your SSN, even if it is within the initial 30-day period.

Follow the instructions below to log in to BSO with your PIN and SSN.

- Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.
- Step 2: Select the Login link on the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.
- Step 3: Select the I Accept button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page. The system displays the Business Services Online Login page.
- Step 4: Select the If you have not received your password link. The system displays a BSO Login page with a PIN and SSN field.
- Step 5: Enter your PIN and SSN.
- Step 6: Select the Login button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the Cancel button.)

NOTE: Until you receive your password in the mail, you will be provided with limited options on the BSO Home Page.

Lesson 5: Logout Procedures

Follow the instructions below to log out of BSO.

- Step 1: Select the Logout option from the BSO Home Page. The system displays the BSO Logout page.
- Step 2: Select Yes to exit the system. (To continue your session and return to the BSO Home Page, select No.) This returns you to the Employer Reporting Instruction & Information page.

Lesson 6: Change Your Password

Passwords must be changed at least once a year in order to maintain an active PIN. When you first log in with your new password, BSO will force you to change it. Follow the instructions below to change your password.

NOTE: If you provide your e-mail address, the system will send you an e-mail reminder 2 weeks before your password expires. Refer to [Lesson 8: Contact Information](#) for information about adding your e-mail address.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

Step 2: Select Login link from the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the I Accept button (located at the bottom of the page) after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page. The system displays the Business Services Online Login page.

Step 4: Enter your PIN and password.

Step 5: Select the Login button. The system displays the BSO Home Page.

Step 6: Select the Change your Password link. The system displays the Change your Password form.

NOTE: You must change your password at least once a year in order to keep your PIN active.

Step 7: Enter your current password and new password. Enter your new password again for verification purposes.

Step 8: Select the Submit button. The system displays the Password Change Confirmation page.

Lesson 7: Forgotten Passwords

BSO allows you to request a new password if you have forgotten your current password. To reduce the possibility of fraud, the new password will be mailed to the last address you provided. Until you receive your new password in the mail, you will not be able to log in to BSO. This functionality is not available to foreign registrants. Follow the instructions below to request a new password.

Step 1: Point your browser to the Business Services Online Welcome page:

www.socialsecurity.gov/bsowelcome.htm.

Step 2: Select Login link from the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the I Accept button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page. The system displays the Business Services Online Login page.

Step 4: Select the Forgot your Password? link on the Business Services Online Login page. The system displays the Business Services Online Forgot Password page.

Step 5: Enter your PIN, Last Name, and U.S. Social Security Number.

Step 6: Select the Request New Password button to send the request. The system displays the confirmation page for your new password. (To return to the Business Services Online Login page without sending the request, select the Cancel button.).

NOTE: Until you receive your new password in the mail, you will not be able to log in to BSO.

Lesson 8: Update Your Contact Information

Follow the instructions below to update your contact information.

- Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.
- Step 2: Select Login link from the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.
- Step 3: Select the I Accept button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page. The system displays the Business Services Online Login page.
- Step 4: Enter your PIN and password.
- Step 5: Select the Login button. The system displays the BSO Home Page.
- Step 6: Select the Update your Contact Information link. The system displays the Registration for Business Services Online form.
- Step 7: Update the information you wish to change.

NOTE: You can only change the following information:

- Name
- Date of Birth
- Address
- Zip Code
- City
- State
- Country
- Work #
- Fax #
- E-mail Address

- Company/Business Name
- Company Phone Number

Step 8: Select the Update button to update the contact information. The system displays the confirmation for the updates. (To cancel the update and return to the BSO Home Page, select the Cancel button.)

Lesson 9: Deactivate Your PIN

Follow the instructions below to deactivate your PIN.

Step 1: Point your browser to the Business Services Online Welcome page:

www.socialsecurity.gov/bsowelcome.htm.

Step 2: Select Login link from the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the I Accept button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page. The system displays the Business Services Online Login page.

Step 4: Enter your PIN and password.

Step 5: Select the Login button. The system displays the BSO Home Page.

Step 6: Select the Deactivate your PIN link. The system displays the Deactivate your PIN page.

Step 7: Enter your password in the Password field and select the reason for deactivating your PIN.

Step 8: Select Deactivate to process the request. The system displays the Deactivated PIN Confirmation page. (To cancel the request and return to the BSO Home Page, select the Cancel button.)

Lesson 10: Contact SSA

Follow the instructions below to submit a question or statement to SSA.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

Step 2: Select Login link from the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the I Accept button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page. The system displays the Business Services Online Login page.

Step 4: Login with your PIN and password. The system displays the BSO Home Page.

Step 5: Select the Contact SSA link. The system displays the Contact SSA pop-up window.

NOTE: Your name should automatically appear in the Name field.

Step 6: Enter your e-mail address in the E-mail field if it is not populated. If your e-mail address is in the field, verify that it is correct.

Step 7: Select the desired organization in the Recipient drop-down menu. This is a required field.

Step 8: Type your message in the Message field. This is a required field.

Step 9: Select the Send Your Message button. (Select the Close Browser Window to cancel the message.)

Step 10: Select the Close Browser Window button to close the pop-up window and return to the BSO Home Page.